

We claim:

1 1. A method of routing work items in a multi-channel communication
2 queuing system, the method comprising:
3 forming a list of routes, wherein each route includes information related to the
4 type of communication media available along the route for handling
5 one or more of the work items.

1 2. The method of claim 1, wherein each route further includes
2 information indicating whether the route is active.

1 3. The method of claim 1, wherein each route further includes
2 information related to the priority of the route.

1 4. The method of claim 1, wherein each route further includes
2 information related to whether work items can be handled real-time.

1 5. The method of claim 1, wherein each route further includes
2 information related to the service level for work items handled on the route.

1 6. The method of claim 1, wherein each route further includes
2 information related to the number of work items that can be assigned to the route.

1 7. The method of claim 1, further comprising entering one or more
2 properties for the route.

1 8. The method of claim 7, further comprising combining two or more of
2 the properties of the route using a boolean operator.

1 9. The method of claim 7, further comprising substituting a value for a
2 variable in one or more of the properties.

1 10. The method of claim 1, further comprising entering one or more
2 escalation rules for the route.

1 11. The method of claim 10, further comprising combining two or more of
2 the escalation rules using a boolean operator.

1 12. The method of claim 10, further comprising substituting a value for a
2 variable in one or more of the escalation rules.

1 13. A computer readable storage media comprising:
2 computer instructions to implement the method of claim 1.

1 14. A signal in a carrier medium comprising:
2 computer instructions to implement the method of claim 1.

1 15. ✓ An apparatus for routing work items in a multi-channel communication
2 queuing system, the apparatus comprising:
3 means for forming a list of routes, wherein each route includes information
4 related to the type of communication media available along the route
5 for handling one or more of the work items.

1 16. The apparatus of claim 15, wherein each route further includes one or
2 more of the following types of information: whether the route is active; the priority of
3 the route; whether work items can be handled real-time; the service level for work
4 items handled on the route; and the number of work items that can be assigned to the
5 route.

1 17. The apparatus of claim 15, further comprising means for entering one
2 or more properties for the route.

1 18. The apparatus of claim 17, further comprising means for combining
2 two or more of the properties of the route using a boolean operator.

1 19. The apparatus of claim 17, further comprising means for substituting a
2 value for a variable in one or more of the properties.

1 20. The apparatus of claim 15, further comprising means for entering one
2 or more escalation rules for the route.

1 21. The apparatus of claim 20, further comprising means for combining
2 two or more of the escalation rules using a boolean operator.

1 22. The apparatus of claim 20, further comprising means for substituting a
2 value for a variable in one or more of the escalation rules.

1 23. A database structure for a multi-channel communication queuing
2 system, comprising:
3 a list of routes, wherein the list of routes includes information related to one or
4 more properties for the route.

1 24. The database structure of claim 23, further comprising one or more
2 escalation rules for one or more of the routes.

1 25. The database structure of claim 23, further comprising information
2 related to the type of communication media available along the route for handling one
3 or more of the work items.

1 26. The database structure of claim 23, further comprising one or more of
2 the following types of information: whether the route is active; the priority of the
3 route; whether work items can be handled real-time; the service level for work items
4 handled on the route; and the number of work items that can be assigned to the route.

1 27. A system for routing work items to agents, wherein the work items can
2 be of one of two or more different communication media types from two or more
3 different communication channels, comprising:
4 a queuing engine including a list of routes, wherein the list of routes includes
5 information related to one or more properties for each route.

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